ITS
Office of Information Technology Services

Service Level Agreement for Desktop Services

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1 Executive Summary

Desktop Services provides support for client computing hardware and software to enable customers to perform basic office productivity tasks and access business application systems.

2 Service Provided, Availability and Support

2.1 Service Objective

This Service Level Agreement (SLA) documents the information technology (IT) support services provided by Desktop Services. The ultimate objective of this Agreement is to document the services and processes Desktop Services will provide to these agencies and to ensure high-quality and timely delivery of services to ITS customers. Although the SLA is in the form of a document that defines a level of service, the desired outcome is to promote a clear understanding and expectation of the service ITS provides and to work with our customers as business partners to improve and optimize the business through the more efficient and effective use of IT and to improve ITS services.

2.2 Service

ITS will provide the following services for supported hardware and software:

- Procurement, delivery, installation, and configuration of hardware and software for the desktop
- Installs, moves, adds, changes (IMACs) of equipment
- Technical support for supported hardware and software
- Break/fix services
- Patch management for virus and operating system updates
- User ID provisioning and administration

ITS will provide “best-effort” support for “How-to” questions, non-supported hardware and software. Such work will be on an “as-available” basis, will be assigned low priority, and will be tracked outside of regular performance metrics related to this agreement. Appendix C lists software support.

2.3 Services Out of Scope

The following services will be out of scope;

- Application support and maintenance remain the responsibility of the application teams. The desktop services team will work with the application team to aid in any desktop incidents related to applications.

- New hardware or refresh of equipment will not occur in the first year as part of the desktop managed service, unless the hardware had been identified in the consolidation study as being > 4 years old. The agency will be required to provide funding for net new PC's due to hiring of employees. It is expected that this service will be available in the next fiscal year.

2.4 Hours of Availability

The service described in this SLA is available from 7*:00 a.m. to 6:00 p.m*. *Monday through Friday* eastern time (except on state holidays).

2.5 Hours of Support

After hours is supported by On-Call Schedule/Hours as required for emergencies and after hours scheduled work. The facility may require 24X7 access by authorized ITS staff with prior coordination.

2.6 Contacting Support

Call the Customer Support Center (CSC) at **919-754-6000** or toll free at **1-800-722-3946**
-or –
Email the CSC at ITS.Incidents@ncmail.net

2.7 Customer Support Center Response Times

The following priority chart shows response time after initial Assessment/Assignment, creation of iWise ticket by the Customer Support Center, and acknowledgement of the ticket to the customer, including the provision of a ticket number. Times are measured in clock hours and/or minutes unless otherwise specified. If a ticket is initiated by a telephone call, it will be created within 10 minutes; if initiated by email, the ticket will be processed within 30 minutes.

Target Incident Response Time:
The time the Second Level support has to begin to actively work a ticket.

Target Status Update Time:
The time interval the assigned group / ticket owner has to update the ticket.

Target Customer Notification Time
The interval that the Customer Support Center has to update the customer on ticket status.

Target Resolution Time:
The total time from ticket creation to resolve the incident and restore service to the user.

Target Percentage of Calls Resolved on Time:

The percentage of calls that meet the priority time frame criteria.

2.8 Priority Chart

Priority	Target Incident Response Acknowledge-ment Time	Target Status Update Interval	Customer Status Update Interval	Target Resolution Time	Target % of Calls Resolved on Time
1	15 minutes	Every 15 minutes	CSC will update every 30min	4 clock hours or less	90% rising to 95% within first 6 months of rollout; Reassess target at end of 6 months
2	30 minutes	Within 1 hour then every hour thereafter	CSC will update every 2 hours	8 clock hours or less	90% rising to 95% within first 6 months of rollout; Reassess target at end of 6 months
3	2 hours	Within 3 hrs	Upon request	24 clock hours or less	80% rising to 85% within first 6 months of rollout; Reassess target at end of 6 months
4	1 business day	Within 1 business day	Upon request	3 business days	80% rising to 85% within first 6 months of rollout; Reassess target at end of 6 months
5	1 business day to acknowledge receipt of request / order	SLA or as agreed upon with Customer	Upon request	SLA or as agreed upon with Customer	SLA or as agreed upon with Customer

2.9 Customer Notification

ITS will provide all communications via the following means: online ticket updates, phone calls, and/or email notifications utilizing the customer contact information (see Customer Responsibilities).

2.10 Escalation Contact List

The ITS Customer Support Center is the Single point of contact for all incidents to be reported to ITS. Please contact the ITS Customer Support Center (CSC) at **919-754-6000** or toll free at **1-800-722-3946** to report any incidents or to initiate service requests. Contact may also be made by emailing the CSC at ITS.Incidents@ncmail.net.

If there is reason to believe that the incident or request is not being handled appropriately or if additional questions need to be answered about ITS services, their business value or ITS Processes, contact the Business Relationship Manager assigned to your agency

If this does not satisfactorily resolve the issue please contact the Director of Business Relationship Management, Wendy Kuhn. Subsequent escalations, where necessary should be to Deputy State CIO, Bill Willis and then State CIO, George Bakolia

At any time the Business Relationship Manager can be called to help explain ITS services or work with the business team on information technology business needs.

3 Customer Responsibilities

ITS and the Agency will work together to make sure that all responsibilities can be met. Below are responsibilities for which ITS will need support and ownership from the Agency:

- Report all incidents and requests to the ITS Customer Support Center in a timely manner.
- Be able to describe the issue, the urgency and the impact.
- Request and schedule special services in advance.
- Responsibility for applications, web programs, vendor software used for business applications, project management and customer calls related to business applications are the responsibility of the application team in the agency.

4 Performance and Service Level Reviews

A basic goal of ITS management is to keep the customer regularly informed. Status meetings, status reports, performance measurements, and planning sessions are the vehicles used to ensure that the Customer is kept apprised of activities. ITS management believes that to provide effective services to the customers, management must maintain awareness of events and make effective use of all resources. This will position ITS to meet the service level commitment to our customers.

Monthly - There will be a monthly meeting with the Agency and the Business Relationship Manager from ITS providing a scorecard to the agency of the performance of ITS services.

Semi-Annually (or as needed) – There will be a semi-annual performance review with the Agency, State CIO and Business Relationship Manager from ITS. This discussion will provide information on performance by ITS in providing the service outlined in this SLA. This will also be used to make ITS aware of business events or changes that may impact or change the services provided by ITS.

Yearly – There will be a yearly service review meeting to provide metrics and measurement to determine if the service level requirements have been met for the agency. If requirements are not met or partially met then improvement areas will be developed with action plans for changes to improve the service.

The SLA will also require review under any of the following conditions:
1) Whenever there is a significant and/or sustained change requested to the delivery of the service.
2) Whenever there is a significant and/or sustained change to related SLAs.

At any time the Business Relationship Manager can be called to help understand ITS services or work with the business team on information technology business needs.

5 Security Standards and Policies

This SLA is in compliance with ITS and State CIO Security Standards and Policies.

6 Business Continuity Plan

Currently not available with this service.

7 Dispute Resolution for Service Impacting Outages or Failure to Perform

ITS and the agency agree that it is in their mutual interest to resolve disputes informally. When there is a dispute about a "service impacting outage" or a failure in performance occurs, the Agency Secretary or Agency Deputy Secretary shall contact the State Chief Information Office (CIO). A report shall be prepared that identifies the underlying cause and a remediation action plan shall be developed and agreed upon by both agencies. The State CIO and Agency Secretary or Agency Deputy Secretary shall meet and discuss any changes needed to be made by either ITS and/or the agency. If the agency is not satisfied with the resolution, the agency may refer the matter to the Office of State Budget and Management for its review and recommendation.

8 Metrics and Reports

Report name	Reporting Metric	Reporting interval	Reporting Source	Delivery method
Incident and Request Time to Repair Analysis	Percentage of requests and incidents resolved within target timeframe, minus lost time	Monthly	iWise	Email
Incident and Request Resolution Performance	Mean time to Repair - MTTR minus lost time resolved within target time frame	Monthly	iWise	Email

ITS will provide, upon request, agency specific reports.

9 Definitions

Terminology	Description
Business Relationship Manager	Position in ITS that works the senior management of a agency to help provide understanding and foster business relationships between ITS and the agency.
Customer Support	Central team that is the single point of contact for agency customers to report

Center	problems or request services from ITS.
Document readers	Software programs such as adobe acrobat reader that opens up documents in PDF format.
DVD drives	Hardware that is installed in a PC that supports the use of DVD format.
Flash keys	This is a portable device which allows a customer to store data from a PC and transfer the data to another PC.
Incidents	A failure in hardware, software or services that results in a customer not being able to utilize technology.
ITIL	Information Technology Infrastructure Library – series of best practices that helps an IT organization improve service support and service delivery to customers.
iWise	ITS IT Service Management tool used to track work within ITS including incidents, problems, requests, and changes.
Level 1, 2 and 3 Technical Support	Level 1 technical support handles an incident on first contact, this is the Customer Support Center. Level 2 and 3 technical support will handle an incident when the first contact person is unable to handle the incident. Level 2 and 3 technical support is a person who has technical expertise and can handle all type of technical issues.
Meant Time To Repair (MTTR)	The average amount of time, it takes to restore/repair service. This includes prime time and weekend and holiday guarantees.
PC	Personal computer which could be a desktop or laptop.
PDA's	Personal Digital Assistant is a handheld electronic device which can store calendar, email and notes.
User ID Provisioning	This is a function that handles account administration such as establishing new user id and passwords, removing user accounts.

10 Signatures of Approval

Agency Secretary or Deputy Secretary:

Name	Title	Signature	Date

ITS Senior Management**:**

Name	Title	Signature	Date

Appendix A: Supported Hardware and Software

Supported hardware

The following hardware is supported:

Standard desktop, laptops and printers provided through the bulk purchase

Hardware services

The following hardware services are provided:

Break and fix services, technical support

Unsupported hardware

The following are representative, but not comprehensive, examples of hardware that is *not* supported:

Hardware that is obsolete, can no longer be supported by the vendor or where spare parts cannot be found. Best effort support for hardware that is atypical or non-standard for the desktop or laptop environment.

Software Services

ITS agrees to cover software support services, including software installations and upgrades for the software listed in "Supported Software."

Supported software

The following software and applications are supported:

See Appendix C

Unsupported software

The following are representative, but not comprehensive, examples of software that is *not* supported:

Application software, vendor software packages, web programs and application development tools.

Appendix B: Desktop Managed Services Amendments

None at this time.

Appendix C: List of Desktop Software and Support Matrix